



McLean School Nurse Liaison Project



Julie Love, MSN, APRN, PMHNP-BC, PPCNP-BC

Director, McLean School Nurse Liaison Project

<http://www.mcleanhospital.org/programs/mclean-school-nurse-liaison-project>

jlove @ Partners.org

Office: 774-419-1186 Cell: 774-222-7735



MCPAP: Massachusetts Child Psychiatry Access Project

- ▶ Started in 2004 in response to clear need
- ▶ Increasing mental health care access
 - ▶ Improve PCP's knowledge, skills and confidence to manage/prescribe
 - ▶ Assist with referrals to specialist care
- ▶ Offers PCPs access to a child Psychiatrist for consult, education, and referrals
- ▶ Southeastern region managed by McLean Hospital, SE campus



School Outreach

- 2012: Pilot program to extend MCPAP-style services to schools in Southeastern MA, starting with six towns.
 - Focus on School Nurses as the access point to the school
- 2015: 5-year grant funded expansion, with a goal to serve all of SE Massachusetts
- Hired an Advanced Practice Nurse with experience in psych, school nursing, & nursing education to develop & implement the program.

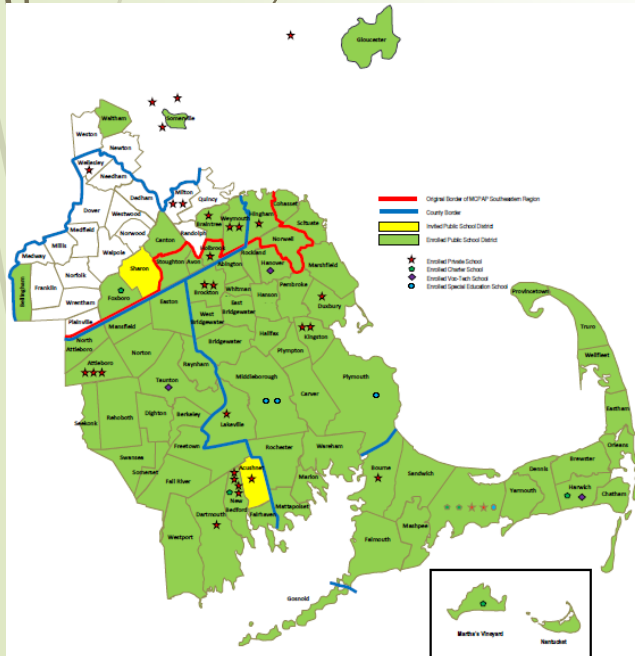


Why School Nurses?

- ▶ Licensed professionals whose training includes psych
- ▶ Connected to all staff, kids, families, and providers
- ▶ Well-placed to identify issues
 - ▶ Psychiatric distress often presents with physical symptoms
 - ▶ May pick up on changes, patterns
- ▶ Involved in behavioral issues
 - ▶ Children in crisis are often sent to the nurse
 - ▶ Required to assess after restraint
- ▶ Frequently not well-utilized
 - ▶ Out of the loop, until abruptly expected to solve it

Program Enrollment

- Agreement Letter details services & limits, signed by Nurse Leader and Superintendent (or principal).
 - '15- '16: Enrolled 28 public districts & 16 independent schools (Private, Charter, Voc-Tech, & Collaborative)
 - '16- '17: Enrolled 24 public districts & 9 independents
 - '17- '18: Enrolled 8 public districts & 12 independents



- Currently: 60 districts & 43 independent schools
 - Totaling over 400 schools and 231,000 students
 - Roughly 21% of the state.



Services Offered

I think this program is a great resource when needed - and a great resource for school teams for PD around behavioral/mental health issues

- Consultation
 - School nurse & other staff can call / email the NP any time, with any questions
- Education
 - Educational presentations offered to schools on a growing variety of topics
- Resources
 - Developing Library of printable resources.



Consultation

A member of our team called to get another opinion on a student. I did not call personally, but the information provided was extremely helpful to the school team.

- Questions from School Nurses, other school staff (principal, guidance, etc.), or teams.
- Confidential – no identifying information given
- Voicemail returned w/in 30min, emails within 3 hr.
- Offering guidance, information, assistance with general or specific issues
- NP consults with Child Psychiatrist if needed
- Does not replace existing Crisis Management Plan
- NP sends relevant resources, follow-up email

Nice to know Julie is available even if to brainstorm an idea or concern before going to principal or calling a parent.

Call volume gradually increasing



- As staff hear more about the program, remember it's available.
- As they become more comfortable with the consultant.
- As non-nurses realize they can call (19% of consults in 17-18)

Helpful to know we have a resource we can rely on with appropriate and reasonable response.

After meeting Julie, I feel much more comfortable calling.

Most common topics

- Communication
 - With Students
 - With Family
 - With Providers
 - With other Staff
- Behavior Strategies
 - Aggression
 - Anxiety
 - Class Refusal
- Access to Care





Educational Presentations

- Developing Coping Skills
- Psych Meds in Schools
- Self-Harm
- LGBTQ Issues in Schools
- Substance Abuse and Motivational Interviewing
- Understanding Somatic Symptoms
- Understanding Anxiety
- Understanding ADHD
- Understanding Depression
- Understanding the Effects of Trauma
- Stigma of Mental Illness
- Impact of Technology & Social Media
- DBT Skills in Schools

I am extremely grateful, as is my staff. We refer to the training repeatedly in our discussion of students. Because we do not have a budget for in services, we would otherwise not have access to this information.



Schools eager for education

- 12 in-services completed Spring '16
- 62 completed in '16-'17
- 77 in '17-'18
- Monthly After School Seminars hosted by independent schools
- Nearly 2100 School staff attended last year
 - 34% school nurses
 - 46% teachers
 - 20% counselors, psychologists, etc.
- Most popular topics:
 - Somatic (18), Anxiety (16), Trauma (10)



Surprised Cat



Happy Cat

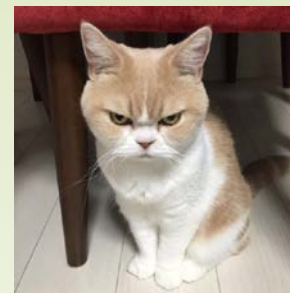


Loving Cat

I have used the resources from my school psychologist who has attended trainings.

Reinforcing the material

- Resources requested by Attendees are sent 2-5 days later.
- Opportunity at every presentation to discuss current situations they are dealing with.
- Follow up contact around these consultation discussions
- Demonstration increases comfort for contacting consultant in the future



Angry Cat



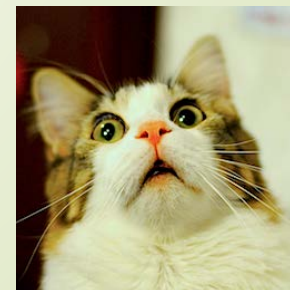
Sad Cat



Frustrated Cat



Lonely Cat



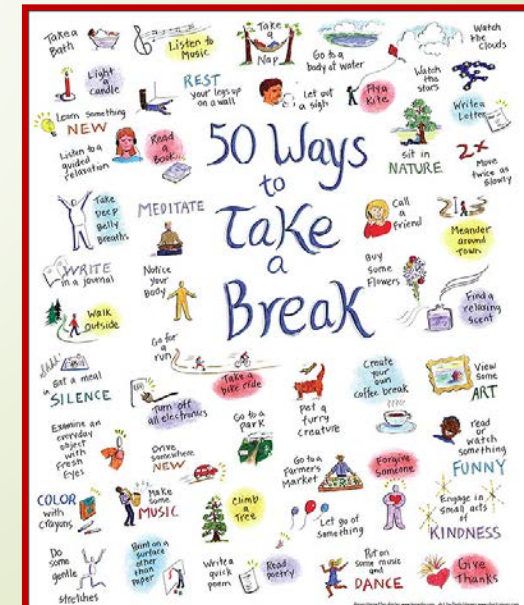
Scared Cat

Resources

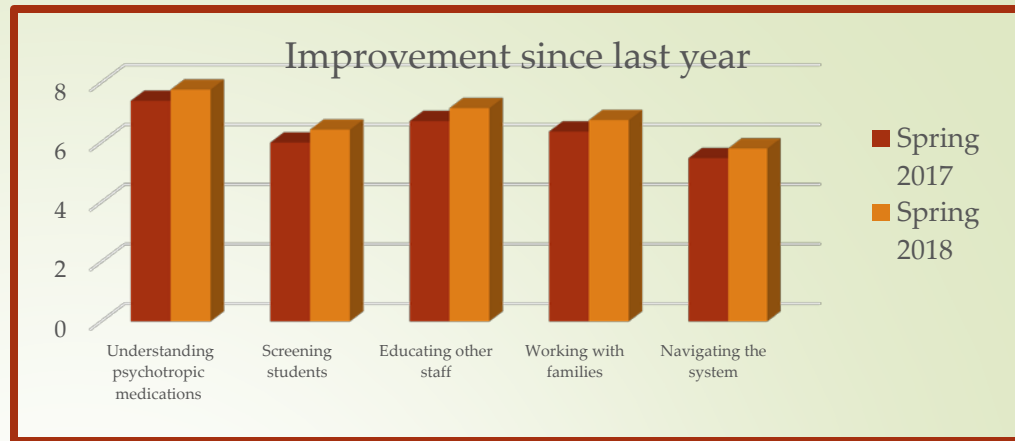
The materials have been extremely helpful in counseling children.

- ➔ Developing a tool kit of forms, guidelines, and best practices for school nurses
- ➔ Growing database of resources (websites, pamphlets, posters, tools) which school staff can access and distribute when needed
- ➔ Collect and organize information regarding current best practices
- ➔ Distribute a monthly newsletter

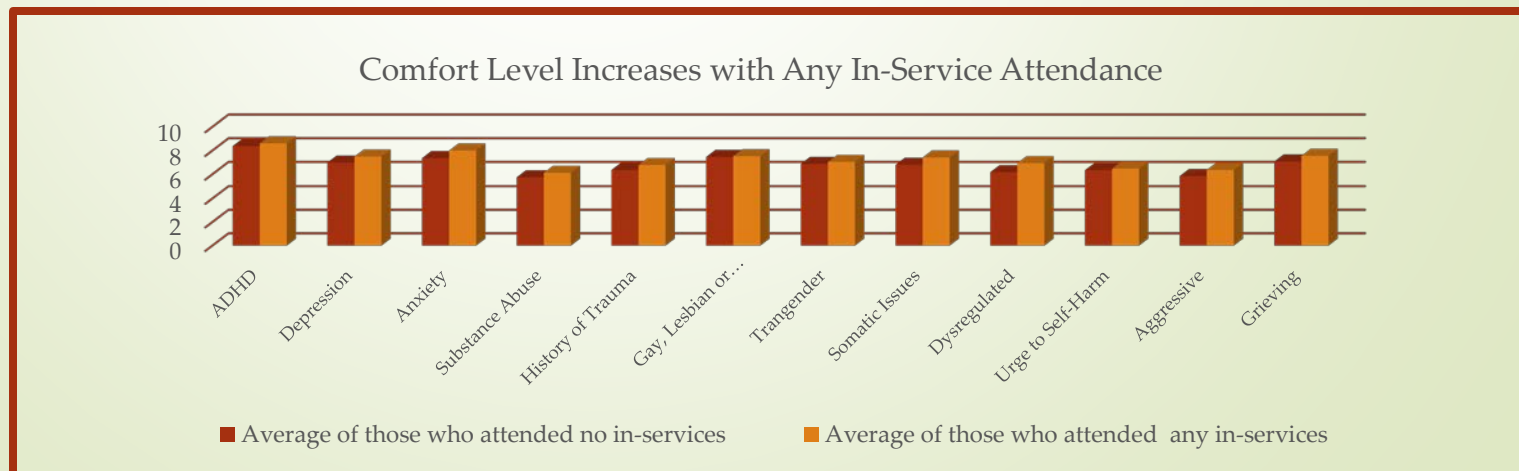
I love the newsletters and print them out to use as reference



Measuring impact



- Staff in enrolled schools are invited to complete an annual survey.
- Measuring comfort and confidence levels managing a variety of issues and diagnoses
- Measuring participation in the program
- Soliciting suggestions for future services



Describing impact

I feel very secure knowing there is an outside resource to consult with.

I feel more confident in handling mental health concerns and I think that comes across when talking to parents & staff

- Improved their communication with students, parents and/or staff: 51%.
- Increased their confidence managing mental health issues: 49%.
- Used information from MSNLP to educate students, parents and/or staff: 51%.
- Increased empathy for those struggling with mental health issues: 41%
- Increased intradepartmental collaboration: 16%
- Increased ability to take an active role around these issues: 27%
- Survey question: “What is most useful about the consultation process?”
 - #1 Answer: “Just knowing a consultant is available boosts my confidence” (52%)



Future of the Program

- Continuing to broaden available materials & topics
- Expanding beyond the Southeast region
 - Accepting towns outside the region now, though with limited services
- Offering presentations remotely, or online
- Fostering increased collaboration between school nurses, school staff, and providers
- Securing funding for a permanent program
- Assisting with replication elsewhere in the state

How to develop a Liaison Project in your area

- Find Funding
- Provide infrastructure
 - Travel, phone, office, computer
- Hire a nurse
 - Psych experience
 - Pediatric experience
 - School/Education experience

The program has been an excellent support and resource. We could not do all that we do for the students, families and staff without the program!

Someone has the knowledge I need and I can access it in a timely manner.

I think we are so fortunate to be included in this program. I have seen a difference in our staff- they are clearly more empathetic and beginning to think of classroom strategies that are appropriate to the situation.